

The Grey Road Surgery Patient Reference Group Report

The following report shows actions taken by the practice following the recent patient survey and meeting with the patient reference group.

The patient reference group is made of 15 members male and female patients aged between 30 – 68 years of age. Enrolment of PRG members is via the practice website or in person all patients who logged onto the website or who called into the surgery were invited to join.

The PRG meeting took place on Monday 20th February 2012 (see separate minutes) members unable to attend were given the opportunity to submit suggestions and make changes via email with the other PRG members with final submission to be made by Friday 9th March 2012.

Actions Proposed by PRG:

It was evident from the patient survey report that although 91% of patients were satisfied with the opening hours 62% said they didn't actually know what the opening hours were. Despite there being various means of advertising the opening hours it was evident that more needed to be done. It was therefore proposed that the practice supplied information cards to patients these would be credit card size so that they can be kept in their purses/wallet.

Actions Completed by the Practice:

A business card has been designed and printed and is now being made available to patients.